

MEETING NOTES

Avenue H Enrollment Statistics as of September 1st, 2015

- TOTAL: 690 employer groups
 - 5,495 employees
 - 8,927 dependents
 - 14,416 total covered lives

Enrollment Workflow:

- **“September Groups”** Enrollment cycle complete; premiums remitted to carriers Tuesday, September 8th.
 - Total of 42 groups (21 new groups and 21 renewal groups)
 - 21 out of our 22 existing customers choosing to renew (we lost one renewal group).
 - Annual risk adjustment (true-up) will be included in next month’s remittance for UHC and SelectHealth.
- **“October Groups”** New group registration for October groups closes this Thursday, September 10th.
 - Too early to clearly identify how many new groups we will have for October.
Tentative count:
 - 11 new groups have registered so far
 - 2 new groups currently in underwriting
 - 24 renewal groups in enrollment
 - Open Enrollment continues through next Tuesday, September 15th (for new and renewing groups).
 - Participation check will be performed on Wednesday, September 16th and final list of September groups will be provided to carriers.

Ongoing Administration and Group Processing

- **Transitional Relief Groups**
 - Avenue H currently has 94 groups that are eligible to elect Transitional Relief during their upcoming renewal.

Beginning Breakdown of ALL groups eligible to continue with Transitional Relief at renewal

- September Count: 7
 - October Count: 5
 - November Count: 10
 - December Count: 72
- October groups – in process
 - 5 “October groups” eligible for Transitional Relief
 - 3 chose to continue with transitional relief
 - 2 chose to enroll in ACA plans.
 - November groups – in process
 - 10 “November groups” eligible for Transitional Relief

- Responses from groups are due Friday, September 11th.
- December groups – in process
 - 72 “December groups” eligible for Transitional Relief
 - Avenue H provided rate sheets to carriers on Friday, September 4th
 - Carriers are to provide completed rate sheets to Avenue H by Friday, September 18th.
 - Brokers are scheduled to receive transitional relief notification by Wednesday, September 23rd.
- **20% Audit**
 - As requested by participating carriers, Avenue H performs a “20% audit” each month of renewing groups.
 - JULY: 20% Audit – Complete (9 groups were required to provide quarterly W&T report, all complied)
 - AUGUST: 20% - Complete (9 groups were required to provide quarterly W&T report, all complied)
 - SEPTEMBER: 20% - Complete (14 groups required to provide quarterly W&T report, all complied)
 - OCTOBER: 20% Audit for October groups – in process
 - 9 of 24 renewal groups are included in the 20% audit.
 - Notifications were sent to groups, all W&T forms received
 - Waiting for enrollment to close before final confirmation these group fully complied
 - NOVEMBER: 20% Audit for November groups – in process
 - 9 of 24 renewal groups are included in the 20% audit.
(yes this is correct, same exact counts for October and November)
 - Notifications have been sent, response and W&T forms due by September 24th.

Project Updates and Initiatives

- **Scheduled Releases**
 - PlanSource has a Scheduled product release in mid-September
 - Items that impact Avenue H include:
 - Provider search available in Quote tool
 - Terms on Multi-tenant eligibility files to carriers
 - Additional changes are included in the release but do not impact Avenue H or roll-out is TBD.
- **Updates**
 - **Phone Outage**
 - Thursday afternoon, September 3rd, we experienced a brief telephone outage.
 - Callers who dialed the Avenue H toll-free number received a message stating that “the number they had reached is no longer in service”.
 - This outage was not specific to Avenue H. Toll-free numbers for all of Utah’s state agencies were down until from about 2pm Thursday until that evening around 8pm.
 - **Billing Updates and retrospect**
 - For the first time ever, a group was terminated for non-payment.
 - Process was followed as implemented in 2013
 - Retrospective of process underway – wrap up in September
 - Avenue H meeting individually with medical and dental carriers to review process further
 - Feedback will be used to implement process improvements ASAP.
 - **Marketing Update**

- Television commercial segments will begin again near the end of September and continue into December.
- Avenue H staff has attended a few events with carriers this past month.
- If carriers have any scheduled events and would like Avenue H to participate (e.g. booth, speaking, just be there) let us know and we will be happy to attend.
- **Small Group Size to 100 & FTE Project**
 - Avenue H is continuing with our (1) “Small Group Size to 100” project along with the (2) FTE small group size eligibility determination rules. These rules may be in effect for groups effective January 1, 2016.
 - Possibility the federal government could impose rule this fall, leaving it up to the states to decide whether to implement the group size (to 100) change.
 - Regardless, FTE (or full-time equivalent) requirement will go into effect on January 1st.
 - The FTE calculator will be added to our Avenue H website in October and a link to the calculator will be included on the employer application.
 - Update: Tanji Northrup from Utah Insurance Department attended today's call; the “department” will provide a bulletin with more details on FTE
- **HSA Comparison Tools – in process**
 - HAS Comparison Worksheet - final document complete
 - PlanSource is in the process of adding the worksheet to the enrollment system.
 - Will be available for those enrolling for coverage effective January 1st or possibly for December groups.
- **SERFF Rates and Plans – in process**
 - Avenue H has received 2016 rates and plans from the Utah Insurance Department.
 - PlanSource is currently evaluating the data received and prepping for final review by Avenue H staff.
 - In preparation for carrier testing, details will be discussed during our next Carrier Round Table, Sept. 16th.
- **New carriers for 2016 – in process**
 - Avenue H is adding a new medical carrier for 2016
 - Avenue H received rates and plans via SERFF for “HSA Health Plans”.
 - They will offer 6 plans, all of which are HSA qualified.
 - They are not offering out of state plans but cover most of the service area in Utah.
 - Implementation is currently underway; They will be included in our Carrier Round Table meetings.
 - Avenue H is still evaluating plan and carrier details; additional new carrier(s) or change(s) may be announced within the next couple of weeks.
- **Broker Training**
 - Sessions will begin the later part of September and continue through November.
 - Training will be held throughout the state.
 - Training content is currently being revised to include our latest initiatives and messaging.
 - This training is required by all brokers to retain their credentialing with Avenue H.
- **FAQ Document**
 - Annual review of the FAQ document will begin in September (Also referred to as Requirements Document) and continue into January.
 - There are a few changes that need to be incorporated (e.g. group size change, FTE, etc.)

Wrap-up – Next Open Forum call scheduled for Wednesday, October 14th.